

TITLE:	DIRECTOR OF DEVELOPMENT SERVICES / APPROVING OFFICER
DEPARTMENT:	DEVELOPMENT SERVICES
DIVISION:	COMMUNITY SERVICES
CATEGORY:	EXEMPT
BAND:	5
DATE:	February 2023

GENERAL ACCOUNTABILITY

Reporting to the Chief Administrative Officer, the Director of Development Services /Approving Officer will provide strategic planning and policy leadership in urban design, community planning, and development. This includes overseeing the conception, implementation, and project management of high profile development projects such as long range plans and Council priority projects. Included in the position's portfolio is responsibility for building inspection and bylaws. The Director will play a key role in the creation of policy for the Town including, social policy, environmental and sustainability plans and will provide recommendations to Council to aid in its policy decision-making to support and help shape the vision of the Town by balancing the economic, social and environmental needs of the community. The Director will provide oversight to the Town's permitting processes and help to ensure the Town is adequately resourced to maintain a strong reputation as being client service oriented, solutions-focused, and timely in processing of development applications. The Director will lead the implementation of the Waterfront Area Plan. This position also fulfills the statutory responsibility of Approving Officer.

JOB CONTEXT

The Director will provide direct and indirect leadership, supervision, guidance and oversight to the Development Services department and an array of colleagues, partners, consultants and service providers to ensure immediate to long-term planning and development deliverables are completed. With a significant focus on fostering and maintaining positive internal and external relations, collaboration, adaptability, and flexibility is crucial. On a regular basis the Director interacts with senior leadership, administrative support, varying external consultants and service providers, developers, and community partners. The office of Development Services includes several full-time staff working in the areas of planning, development approval, project management and administrative assistance.

This role will require reporting to and interaction with elected leadership from the Town and Stz'uminus First Nation as well as significant interaction with the general public. This role may require provincial travel.

SPECIFIC ACCOUNTABILITIES

Client Service

- Oversees the activities of the Planning Department including implementing relevant bylaws, such as the Official Community Plan Bylaw, Zoning Bylaw, Building Bylaw, Subdivision and Servicing Bylaw and other land use.
- Provide responsive professional expertise and information as the senior planning, development, and project management advisor to Council, the Chief Administrative Officer, senior leadership, managers, supervisors, staff, external partners, outside agencies and the public.
- Organize, lead, participate and collaborate on committees and project teams to develop and maintain effective planning and development service practices.



- Provide support to Council, committees and the Chief Administrative Officer; ensuring that quality information is provided for strategic decision making.
- Write technical reports as required for the senior leadership team, Chief Administrative Officer, Council, and provide staff reports to Council and Committees as required.
- As Approving Officer, the position is responsible for reviewing all applications in accordance with the regulations set out in the Land Title and Local Government Acts, and all applicable bylaws.
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Project and Operations Management

- Provide functional expertise to the organization as well as strategic and administrative leadership within the Development Services Department.
- Lead the development and implementation of progressive bylaws, policies, and procedures to ensure consistent application throughout the Town of Ladysmith.
- Management and supervision of the delivery of community planning and development services, including long range planning (the Official Community Plan, Area Plans, and specific issue studies) and current planning (the Zoning Bylaw, development applications of all types).
- Manage complex land use and development applications as a professional planner from initiation to completion, including meeting with land owners and prospective developers, and performing research, site visits, negotiations, technical report writing and presentations.
- Create effective systems to manage the work flow of a high performing team in a unionized environment.
- Provides oversight in regard to amendments to the Official Community Plan and Zoning Bylaw.
- Meet project milestones on or before scheduled completion dates through comprehensive, accurate and transparent reporting of key performance indicators.

Resource Management

- Coordinate input from Development Services staff for the preparation of the annual divisional budgets for Council approval.
- Maintain divisional operations within budgetary restrictions. Ensure the prudent and effective use of financial resources in the management and delivery of development services.
- Ensure effective financial and administrative systems are maintained to maximize the effectiveness of resource utilization within the objectives, policies, plans and monetary constraints.
- In alignment with the Town's strategic priorities, design, develop, implement and manage various development business plans including the identification of significant and early opportunities for success.
- Oversee the procurement of various available Federal and Provincial planning and development funding sources.

Relationship Management

- Develop and maintain a resource network to effectively lead the Town in sustainable, strategic directions with respect to community planning, development and related issues.
- Foster and maintain collaborative partnerships and positive, solution-oriented working relationships with Council, management, staff, community members, and various external partners to ensure timely and relevant community development and planning project services are provided to support strategic initiatives.
- Collaborate with the human resources, management, and staff to create an organizational culture that is supportive, positive, cooperative, action-oriented, and client service focused.
- Liaise, collaborate, and develop and maintain positive external relations with the Federal and Provincial agencies, local governments, First Nations, and other community, municipal and business associations.
- Encourage and support public participation in the Town's planning programs and activities through meaningful public engagement, first-rate customer service, and effective community outreach strategies intended to facilitate public access to information.
- Develop effective day to day working relationships and the oversee development projects by developers, including design review, agreement, document preparation and project management for the Town.

People Management

- Ensure a positive, diverse and inclusive work environment.
- Plan and manage the professional development of Development Services staff.
- Ensure effective management of staff through effective coaching and performance management to maintain high staff performance, exemplary customer service and teamwork.
- In collaboration with human resources, address people management issues within the Development Services division in a timely manner while ensuring compliance with Town of Ladysmith policies and practices.
- Advance the overall strategic direction for the division via staff oversight including the review of all types of land use and development applications, the development of new or updated Municipal plans and planning bylaws, and in the implementation of planning projects and policies, while ensuring work conforms to Municipal policies, committed timelines and good planning practice.

Strategic Planning

- Ensures the development of, recommends and monitors, economic and community development plans (multi-year and annual) by interpreting and implementing the strategic direction, goals and objectives set by Council.
- Perform all statutory responsibilities for land use planning and related policies, and represents the Town in the planning and negotiation of major private and public developments.
- Initiate, complete and/or collaborate with subject matter experts in the development and finalization of various implementation studies.

REQUIRED QUALIFICATIONS AND EXPERIENCE

The successful candidate will have a Master's Degree in regional, urban, city or community planning, or related discipline (e.g. Architecture, Landscape Architecture, Geography, Urban Studies, Environmental Planning, and Sustainability) supplemented by seven (7) years of progressively responsible management experience in the planning field. Comparable combinations of education and experience will also be considered.

REQUIRED COMPETENCIES

Presenting and Communicating Information

Demonstrates an ability to communicate effectively in a wide variety of methods and situations applying diplomacy and interpersonal skill to successfully complete positional duties and establish and maintain productive relationships.

Client Focus

The ability to demonstrate a high level of focus on internal and external client service delivery, setting priorities based on client needs and continuously seeking ways to meet and exceed client expectations.

Knowledge and Expertise

The ability to make use of the skills, knowledge, and professional proficiencies required by the position, and the use of this expertise to serve the objectives of both the department and Town as a whole.

Builds Leadership & Culture

The ability to utilize transparency and accountability to develop leadership effectiveness in Council, various committees, administration, and our culture.

Cultivates Strong Relationships

Building strong and trusting relationships and bringing a taxpayer-centric mindset and focus to all elements of the organization.

Drives Operational Excellence

Leverage business insight, financial acumen, and operational rigor to maximize resources, productivity, and build long-term, sustainable success.

Inspires Courage & Innovation

Model and enable creative thinking, curiosity, and calculated risk taking to create new solutions.

Leads Transformation

Anticipates emerging trends and creates opportunities that continue to improve the Town of Ladysmith.

Organizational Awareness

Demonstrates understanding of the Town of Ladysmith – including plans, policies, systems and structure and uses this knowledge to improve both personal and team effectiveness.

Flexibility and Adaptability

Demonstrates an ability to adapt and thrive in an atmosphere of changing priorities and circumstances.

Valuing Diversity

The ability to promote a workplace where diversity is welcomed, valued, and expressed in practice.